



Tattoo Apartments – Owners Guide – Current as at May 2011

Welcome to the Tattoo Apartments.

Tattoo Apartments is home to around 40 people living in 36 Apartments. It is a friendly community and, with a little care and effort, we can all help keep Tattoo a great place to live. Located moments from bars and cafes, and a few minutes from shops and entertainment, this is a great building in a fantastic location.

This booklet covers what you as an owner need to know about the Tattoo Apartments, and lists the rules and guidelines which, if followed, will make living here a pleasant experience for all.

Tattoo Apartments are run and administered by a Body Corporate Committee in partnership with our professional Body Corporate Secretary. Both the committee and secretary meet as necessary to keep the building maintained and functioning as planned.



Glossary

To ensure we all understand this guide and any Body Corporate communications we have compiled a list of commonly used terms.

Residents: The people living in the Tattoo Apartments, whether they are owner occupiers or tenants renting an apartment. All residents are equally accountable for their actions and those of their guests.

Owners/Proprietors: The people who own apartments in Tattoo.

Common Area: The areas that are shared by all residents (eg: the foyers, corridors, rubbish area). The Body Corporate is responsible for all common areas.

BC: 'Body Corporate'. This is made up of all owners of the Tattoo Apartments and is the legal entity accountable for the running and compliance of the complex.

BCC: 'Body Corporate Committee'. The committee members are elected by the BC and represent the owners and are responsible for reporting and decision making on behalf of the Body Corporate and run the day to day functions of the building.

CBCS: 'Complete Body Corporate Solutions Ltd'. This is the company engaged as the Body Corporate Secretary. CBCS administrates the BC. This includes management of owner levies, invoicing and accounting.

Owner Levies: These are the monies collected on behalf of the BC to cover the running and maintenance costs of the Tattoo Apartments. These do not cover maintenance inside your apartment.

Rules for your apartment

These should be observed in regards to your apartment.

- Do not remove or interfere with any smoke or heat detectors in the apartment or common areas.
- Keep a copy of the fire evacuation plan in the apartment.
- Fire regulations require that any modifications to apartment front doors (eg: installing deadlocks, chains or peep holes) are carried out by authorised tradespeople only.
- Do not hang washing in your windows.
- Keep your windows clean.
- Do not make any alterations to your apartment that impact on the common areas, services or other apartments without prior BC approval. You can get a form to submit to the BC from the Body Corporate Secretary (CBCS).
- Do not place any signs in the windows of the apartment or on the building (eg: 'for rent' or 'for sale') without Body Corporate approval. Please ensure that any sales or letting agents or tenants are aware of this as well.

- The apartment is for residential use only. However this does still allow for the apartment to be used for a home office.
- Only use 3M style hooks to mount items on the walls.

If you want to change something you must advise the BCC. This covers any work involving alterations within any apartment, to any common area, and the appearance and structures in and around the Tattoo complex. The BCC will discuss the plans with you and advise you on the next steps. Failure to get BCC approval may mean the work has to be reversed and that you may have to 'make good' any other items related to the work.

Renting your apartment

If you are renting your apartment out:

1. CBCS has prepared a landlord pack for this purpose.
2. Provide the tenants with a copy of the Resident Guidelines, Body Corporate Rules and associated documentation.
3. Ensure that the tenant's details form is filled out and filed with the Body Corporate Secretary (CBCS).
4. Update the tenant's details when tenancies change over with CBCS promptly.
5. Ensure that the tenancy agreement has clauses making the tenant abide by the Body Corporate Rules and Guidelines and that they understand them.
6. Take responsibility for your tenants. Should any issues occur, the BCC will deal directly with you the owner, not your tenants.
7. You still remain liable for any costs arising from the tenant (be it the tenants or guests) to the common areas.
8. If you are using a property manager, ensure that they have a copy of the Resident Guidelines, Body Corporate Rules and the associated documentation. Also make sure you have filled out the 'Tattoo Apartments Property Manager Details' form.
9. If your property manager changes make sure you update the property managers details with CBCS promptly.

Faults and Repairs

There are distinct areas relating to faults and repairs. The first is inside your apartment and the second is the common areas.

If the fault or repair is in your apartment or is a window of your apartment, you are responsible for arranging your own tradespeople. The Body Corporate Secretary (CBCS) maintains a register of which tradespeople and companies that the BC employs for work on the building and it is recommended that where possible you use one of these tradespeople as they are familiar with the building and have agreed to our expected standards of service and work.

If the fault or repair occurs in a common area, the BC will undertake the work. However if damage has occurred by a resident or their guest then the work will be billed to the owner of that apartment.

If you see a problem in the common area, please contact the Body Corporate Secretary or a member of the Body Corporate Committee. (Their contact details are on the back cover of this guide). If it is an emergency repair issue please contact CBCS on 0274330858. They will discuss the issue with you and decide if it merits an emergency call out and attend accordingly. It is important that you understand that if this is after business hours the BC may incur an afterhours call out fee so please do not call CBCS for non-urgent issues. (eg: If an afterhours problem is with the entry doors, or a leak in the common areas, this is urgent, if it is some damage to a wall it can wait till business hours).

Maintenance and your apartment

There are a number of general maintenance items that you will need to make sure are done.

Courtyards: If you have a courtyard apartment, you need to make sure it is kept clear of rubbish, detritus and weeds.

Drains: The drains in your apartment need to be kept clean and clear of hair, soap and other waste to help limit any potential issues with the building's waste system and plumbing. If your drains backup or overflow and cause damage to the building, or the apartment below, the cost of tidying up the damage will be passed onto the owner of the unit responsible.

Windows: While the external windows are cleaned on a three monthly basis, it is your responsibility to keep the internal windows clean. This helps keep the appearance of our building looking good and appealing.

Blinds/Curtains: While the apartments come with blinds, if you replace them they must have the same colour backing as the blinds. In addition if the blinds or curtains are damaged, please fix them promptly to help keep the appearance of the building up.

Rubbish: Please ensure that your household rubbish is emptied regularly to help prevent any smells or vermin from affecting other apartments in the building. There is a skip and a recycling bin provided by the BC to assist with this. The BC does not provide a facility for large boxes or furniture disposal. For information on disposal of large boxes or furniture please contact Wellington City Council on 04 499 4444.

Courier Deliveries

The experience and guidance from CBCS indicates that there is no easy or effective way that involves giving access to the building to each and every courier company that manages to safeguard our building security.

If you know a package is being couriered to you, we suggest that you advise them to include your contact number with it, so if you are not home to receive the parcel the courier company can contact you to arrange another time to deliver.

Alternatively, you can request the courier company to deliver the parcel to your nearest Post Shop and pick up the package from there.

Cleaning

A cleaner is contracted to maintain the cleanliness of the common areas. Normal cleaning is part of their duties, however if there is spillage or residual mess from a party or the like this will incur an extra fee which will be passed onto the owner of the apartment responsible.

We all have our expectations of what the cleaner should be doing and to what standard. If you have any observations please send them to tattooapt@cbs.co.nz

Apartment entry doors

There is a requirement under fire regulations that any entry door modifications such as installing peepholes or deadbolts are undertaken by authorised tradespeople.

Apartment keys

The Body Corporate Secretary maintains a schedule of keys and access tags for the building. They also hold a set of keys to each apartment. This is to ensure that fire security checks can be carried out or are for use in an emergency situation. If you change the locks on your apartment please notify CBCS and provide them with a copy of the key (they will give you a receipt for the key).

Pets

Pets (apart from cats and fish) are not permitted in the building or apartments. It is recommended that you prohibit cats from any tenancy agreements you sign for your apartment.

Rubbish (Residents only)

The current schedule for rubbish collection from the BC rubbish bins can be found at www.tattooapartments.com

Your power box and meter

If you need to access your power box and/or meter please contact CBCS or a committee member for access.

Moving Guidelines and Procedures

CBCS has developed comprehensive moving rules, guidelines and procedures. This includes a common area inspection sign off before and after a move. This has been developed to help keep our building up to a high standard and to help the BC not to be saddled with bills for repairs.

Please ensure that you and your tenants follow these rules exactly. This will help us all to enjoy living in well-presented building.

Newsletter

This is published on a regular basis as an effective means of the BCC and CBCS circulating information to the residents. The current newsletter and any previously published copies will be available at www.tattooapartments.com as well as upon request.

Newspapers

If you subscribe to a newspaper, let the BCC and CBCS know. The delivery person will need access to the building. If you don't subscribe to a newspaper, please do not take other peoples newspapers in the building.

Insurance

The Body Corporate has an extensive insurance policy. This covers the common areas and building structure but does not cover the inside of your apartment. You will need to arrange contents cover for yourself if you are an owner occupier. If the apartment is rented out you will need a landlord's insurance cover for your apartment. We recommend that you get a comprehensive policy to safeguard yourself and the building.

CBCS maintains a register of insurance brokers who understand the insurance policies that apartment owners require.

Warranties

A copy of the warranties for the building, are included in your Tattoo Apartments folder.

Mounting items on the walls and ceilings

The walls (interior and exterior) and the ceiling of each unit are part of the fire cells of the building. You cannot drill or create holes of any sort in the walls or ceiling. This means that pictures will need to be mounted with 3M style hooks and items such as TV's cannot be wall mounted.

Drilling or creating any holes in the walls or ceiling of your unit is deemed to be an alteration to your unit. You must have Body Corporate approval to do this. Failure to get this approval may mean the work has to be reversed and you will be liable for the cost of doing this.